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Ascotel Office 1600IP
User's Guide

Ascotel IntelliGate Telecommunication Systems

Content

Security information

Notes on these instructions

Please read this manual before you use your Office 1600/1600IP in your daily work.

Your system administrator has fitted your PC containing Office 1600/1600IP with a media device. This could be a telephone handset, headset, or a Bluetooth device. Depending on the type of system, operation of your Office 1600/1600IP may differ slightly from these instructions.

These instructions are also available online in HTML format in Office 1600/1600IP under **?/Help**.

Compare the version of this document with the version of the online document. If the versions are not the same, download the PDF document again by clicking on the relevant link in the online document.

Document no.:   Document: eud-0002, Version 2.0

Notes on the product

Purpose

This softphone is a system terminal and can only be used in conjunction with the appropriate PBX systems. The software can only be run if an appropriately config-ured PBX system is recognized. The PC telephone is suitable for use as a feature-phone on a stationary or mobile workstation or as a telephone for workgroup agents. It can be operated in twin mode together with a mobile phone.

Functional scope

In addition to the many additional functions specific to a PC and team telephone, the functional scope mainly corresponds to that of a Office 35 system terminal. However, it cannot be used as a key telephone.

Availability

The availability of the softphone depends on a functioning PC with power supply, and the availability of the data network and the telecommunication system (including the OIP server). If the softphone is not available, calls are diverted to an alternative destination set up by your system administrator.

Additional equipment

The Office 1600IP has been tried and tested with a series of corded and cordless media devices (including Bluetooth equipment). Only use media devices expressly recommended by the manufacturer.

Exclusion of liability

This product was manufactured in accordance with ISO 9001 quality criteria. The accompanying user information was assembled with utmost care. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour on the part of a product. Potential hazards are mentioned in the relevant places in the User Guides. Liability for loss of profit shall be excluded in any case.

Before you get started

Welcome to Office 1600/1600IP. With its user-friendly interface the intuitive soft-phone expands the limits of Office system terminals and perfectly integrates your PC environment.

Designed as a team phone for small to medium-sized workgroups it offers powerful group functions, making it the ideal professional tool for users of your hotline for example.

Whether you use the softphone as an Office 1600 together with an Office system terminal or as an Office 1600IP with a PC media device via the IP network: You will appreciate the wide range of features it has to offer.

The IP version (Office 1600IP) also provides tried and tested support for individual users with high mobility requirements. Thanks to central information management, Office 1600IP users have direct access to call lists, phone books, messages and so on from home, the office or any location via a connection to the company's IP net-work.

Topics overview

Flexible use of Office 1600/1600IP

With its two modes of operation (Office 1600 / Office 1600IP) and its array of fea-tures the softphone highly versatile, adapting to a wide range of uses.

Use Office 1600/1600IP on an individual workstation

Office 1600/1600IP offers many advantages over conventional telephones for peo-ple who use the PC often: Fast and easy dialling by name, easier handling of call lists using the journal, an unlimited number of private contacts, direct access to the contacts database, and much more. At the same time, you also have all the user-friendly functions of Office system terminals in the high quality that you have come to expect.

Use of Office 1600/1600IP as a group tool

If several people deal with customer matters on the phone, it makes sense to create workgroups. Regardless of whether you work in a booking office, on a help desk, for an info line or customer service centre, Office 1600/1600IP is a user-friendly group tool. For more information on this, see "Call within the group", Page 69.

Note: *The group functions are not included in the standard licence of the Office 1600/1600IP.*

Use Office 1600/1600IP on multiple workstations

You can set up your personal Office 1600/1600IP on multiple PCs. The calls are then offered automatically on the PC you are currently using. Do you sometimes work from home, and have a connection to your company's IP network? At soon you start Office 1600IP, the calls are offered automatically. If you display a connection, the person you are calling sees your office number on their display.

Note: *Your Office 1600/1600IP can be open on only one PC at a time. When you start the softphone on a second PC, you are asked whether the application at the other PC is to be closed automatically.*

Use Office 1600IP on a portable PC

If you installed your Office 1600IP on a portable PC, you can use the phone anywhere where you can log on from your PC to the company network with the Office 1600IP server. As soon as you start the softphone, the calls are automatically offered to you, wherever you are. If you display a connection, the person you are calling sees your office number on their display.

Use Office 1600/1600IP together with a mobile system terminal

If you're not already using a mobile system terminal (cordless DECT handset) as a media device for your Office 1600, you can also use your Office 1600/1600IP in Twin mode with the handset: While the handset is in the charging bay, the calls are diverted to Office 1600/1600IP. As soon as you remove the handset from the charging bay, calls are forwarded to the handset.

In Twin Comfort mode, your handset also copies the entries of the call lists, the last-number redial entries and the private telephone book entries (max. 100 entries).

Twin and Twin Comfort are also available if you use Office 1600/1600IP as group tool.

Alternative destination if your Office 1600/1600IP is not started

If your Office 1600/1600IP is not started, the calls are forwarded to preconfigured destinations. You can of course forward the calls yourself to the alternative destination you want before exiting the program.

Operating Office 1600/1600IP

Starting Office 1600/1600IP

Your Office 1600/1600IP is installed as standard so that it is opened automatically when the PC starts up. You can also use the program icon on your desktop to start Office 1600/1600IP manually.

Each time you start Office 1600/1600IP, the system checks whether the latest software version of the program is being used. If the system does not find the latest version, the program is updated automatically.

The first time you start the application, you are asked to enter your user name and PIN. Under **User name**, enter the internal call number of your Office 1600/1600IP. Next change the preset PIN (0000) with a PIN of your choice. Click **Remember PIN** if you do not want to see the message next time you start the application.

Note: *Remember that a stored PIN can be retrieved for malicious purposes and that your phone can then be used without your consent.*

Click **OK**. Your Office 1600/1600IP is started.

Learn about the graphical user interface

The main view is the central user console in Office 1600/1600IP. From here, you place your calls or open additional views to access the message editor, contacts, groups or the journal.

The **Status display** shows the phone's current state.

Use the **Operation keys** to operate the phone and the workgroups.

The **Foxkeys** are context-sensitive and provide additional functions.

You use **toolbar** to activate a forwarding destination (see "Forward call (call forwarding)", Page 42) or open additional views of Office 1600/1600IP:

• **Contacts** opens your phone book (see "Maintain contacts", Page 63)

• **Group** opens key fields for Number keys, Team keys and Function keys (see "Use number keys", Page 45, "Use team keys", Page 47 and "Use function keys", Page 50). If you belong to workgroups, you also see the other group members and their current status here (see "Call within the group", Page 69). The keys used most frequently can be dragged from the group field into the desktop.

• **Journal** opens the log in which all incoming and outgoing calls and text messages are entered (see "Learn about the journal", Page 33). If you belong to workgroups, you can also open and edit work tickets here (see "Call within the group", Page 69).

Learn about the Media device (Office 1600)

Your system administrator has coupled your Office 1600 softphone with a corded or mobile hardphone from the Office family. This means that calls are signalled acoustically on this device and that you can use the device as a receiver/speaker system.

You can initiate and answer your calls either on the PC using the mouse or keyboard or with the hardphone.

While this User's Guide describes the procedure for handling calls on the PC, it applies accordingly for the coupled hardphone, too. If you have questions about the operation of the hardphone, please refer to the relevant User's Guide. The Guide can be downloaded from the internet from the Ascom Docfinder.

## Familiarizing yourself with the media device (Office 1600IP)

Your system administrator has fitted your PC containing Office 1600IP with a media device. This could be a telephone handset, headset, or a Bluetooth device.

Depending on the type of system, operation of your Office 1600IP may differ slightly from these instructions. Ask your system administrator to explain the correct operation in each case.

Learn about Operation keys/Foxkeys

You use the operation keys to execute the basic functions. The Foxkeys are con-text-sensitive and provide the most useful telephony functions:
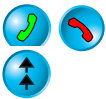
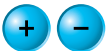· Click the **Call key** to initiate or terminate a call.

· The **Last-number redial key** gives you access to the last 10 call numbers dialled.

· Use the **Open listening key** to hear your call party through your PC's sounder (is not currently available).

· Click the **Mute key** if you do not want your call party to hear what you are saying to a third party in the room.

· Depending on when you click the **Volume keys** you are changing the volume of the dialling tone or the voice reception volume.

· This key is visible only while you are logged into a workgroups (see "Call within the group", Page 69).

If you click the **Break key**, incoming calls to the workgroup are no longer offered on your Office 1600/1600IP until you click the key again.

This key is visible only while you are logged into a workgroup (see "Call within the group", Page 69).

· The **Continue key** gives you the option to exit the wrap up time early. This key is visible only while you are logged into a workgroup.

This key is visible only while you are logged into a workgroup (see "Call within the group", Page 69).

· The **Foxkeys** provide you with context-sensitive telephony func-tions.

Learn about key combinations

Key combinations help you to carry out recurring operating steps more efficiently. Your Office 1600/1600IP provides you with the following key combinations for making calls:

Key combination	Situation	Action
<Enter>	Incoming call	Answer call
<Enter>	The input field contains a call number	Call being set up
<Enter>	The input field does not contain a call number	Ring back tone sounding. Numbers entered now are transmitted immediately (overlap dial)
<Escape>	Open selection list	List is closed and selection discarded
<Escape>	During the call	Call is terminated
<Escape>	While a call is being signalled	Call rejected
<Escape>	While there is a call waiting	Call rejected
<Ins>	In call	Activate and deactivate DTMF mode
<Space> followed by the entry of letters	Focus in the input field	Selection list is opened and the system searches for entries that have the same first few letters of the second name
<Break>	Call on hold	Call taken back
<Break>	During the call	Call put on hold
<Arrow pointing up>	Focus in the input field	Last-number redial list is opened.

Key combination	Situation	Action
<Arrow pointing down>	Focus in the input field	**Last-number redial** selection list is opened
<Back>	Focus in the input field	Entry deleted character by character
Entry of letters	Focus in the input field	Selection list is opened and the system searches for entries that have the same first few letters (dialling by name)

Customise the phone to meet your needs

You can adjust the behaviour of Office 1600/1600IP to meet your requirements so that making calls is combined with the other activities on your PC in the most effective way.

Some settings are used to adjust Office 1600/1600IP to the hardware components you use.

The information provided here explains how you can make the settings, and what effect they have.

Most of the settings are distributed among 3 tabs in the **Settings** menu.

Note: *Please do not make any changes to the **Advanced** tab. These settings are for fine tuning and are reserved for the system administrator.*

The settings for the workgroups can only be accessed by the group administrator, and can be found in the **Workgroup / Manage workgroups...** menu (see "Manage workgroups", Page 77).

Topics overview

Make general settings

The settings are located under **Settings / General**.

Change PIN

Proceed as follows to change your PIN:

1. Enter the current PIN under **Current PIN**, and the new PIN under **New PIN** and under **Confirm PIN**.
A 2 to 10 digit combination is allowed as a PIN.

2. Click **Remember PIN** if you do not want to enter your PIN when you start the application in future.

3. Click **Apply** to save the settings.

Note: *Remember that a stored PIN can be retrieved for malicious purposes and that your phone can then be used without your consent.*

Determine view behaviour

You can determine which views are opened when you start Office 1600/1600IP:

• **Open on startup**:
The views selected are automatically opened when you start the Office 1600/1600IP.

• **Minimized** (only in combination with **Open on startup**):
The views selected are displayed minimized as a pushbutton on the taskbar when you start the Office 1600/1600IP.

• **Pop Up** (main view):
Main view is displayed in the foreground of the screen when the phone rings.

• **Pop Up** (message):
The menu window is opened when a message is received.

• **Pop Up** (group):
In workgroups: Opens the workgroups window as soon as a call is offered to another member (the function is not available if the key of a workgroup member is dragged onto the desktop).

• **On Top**:
Keys on the desktop are always in the foreground of the screen.

To set the response of the views, proceed as follows:

1. Select the options you want by clicking the check boxes

2. Click **Apply** to save the settings.

Change user language

You can change the user language without having to restart Office 1600/1600IP:

1. Under **Language**, select the language required.

2. Click **Apply** to save the setting.
   The user language is changed.

Enter address of Internet phone book

In the contacts view, you can open a phone book on the Internet. Enter the address as follows:

1. In the **Web phone book address**, enter the Internet address of the directory you want (for example, "http://www.tel.search.com").

2. Click **Apply** to save the setting.

Enter own email address

You can also send text messages as emails (see). To do so, you must enter your own email address:

1. In the **Local email address** field, enter your own email address (for example, charlie.chaplin@provider.co.uk).

2. Click **Apply** to save the setting. The next time you send a text message as an email, this sender address is entered.

Make media settings (Office 1600IP only)

The **Media Devices** tab contains the settings for the connected Media Devices such as the handset, headset, and speakers. In most cases, your system administrator will have already made these settings for the devices you use.

Select voice reproduction

You use these settings to define which media device is to be used:

1. Under **Handset/Headset**, select one of the available devices.

2. Select the appropriate sound device under **Connected to** (e.g. a USB sound device or a sound card).

Select ring devices

Calls can ring on the internal PC sounder, the media device or another connected speaker (external speaker):

1. On the **Ring devices** tab, select the devices that you want the calls to ring on.

2. If you selected **External speaker**, in the pull down menu you select which sound device is to be used (e.g. a sound card) to control the external speaker.

3. Click **Apply** to save the settings.

Note: *If you are not sure whether your PC is fitted with a sound card, ask your system administrator.*

Set volume

You use the three slider controls to define the volume that is set when you start your Office 1600/1600IP:

1. Under **Microphone** adjust the volume of the microphone of your handset or headset if your call partners find your voice too loud or too quiet.

2. Under **Earpiece**, adjust the volume of your handset or headset speakers if you find the voices of your call partners too loud or too quiet.

3. Under **Speakers**, adjust the volume of the internal speakers if the ring device is too quiet.

4. Click **Apply** to save the settings.

Note: *You can also adjust the volume temporarily on the main view (see*

Make advanced media settings (Office 1600IP only)

The settings for the media stack and the AIN bandwidth area are found in the **Media devices** tab behind the **Advanced...** pushbuttons.

Note: *Only make changes to these settings in consultation with your system administrator.*

Select bandwidth area

Here, you can choose the bandwidth area in the IP network in which your Office 1600/1600IP is located. If you always use the softphone in the same location, leave the setting as it is. If you also use the softphone outside the company LAN, select the appropriate bandwidth area each time you start the Office 1600/1600IP. Your system administrator knows which bandwidth areas you need to set and where.

Make media stack settings

Usually, the media stack uses the optimum settings automatically. If you want to change the settings manually, proceed as follows:

1. Deactivate **Automatic Configuration**.

2. Choose **AGC** (Automatic Gain Control) if you want your voice to be amplified on the microphone if you are speaking quietly or the microphone is further away.

3. Select **AEC** (Automatic Echo Cancellation) if your call parties can hear the echo of their own voice.

4. Choose **VAD** (Voice Activity Detection) if you want surrounding noise to be filtered out when you speak into the microphone.

5. Click **Apply** to save the settings.

Set tones and melodies (Office 1600IP only)

In the **Sound** tab, you can select tones and melodies that Office 1600/1600IP plays to signal a call or the receipt of a message.

You can listen to the tones and melodies under **Ring test**.

1. In the **Ring devices** column, set the tones/melodies that you want played on the external speaker and on the handset/headset.
   When doing so, check whether the devices required have been selected under Ring devices in the Media devices tab (see "Select ring devices", Page 16).

2. In the **PC sounder** column, set the tones/melodies that you want played on the internal PC sounder.
   When doing so, check whether the internal PC sounder has been selected under Ring devices in the Media devices tab (see "Select ring devices", Page 16).

3. Click **Apply** to save the settings.

If you want to set the tones and melodies back to the factory setting, click **Set defaults**.

Setting up the voice mailbox

The **Voice Mailbox** tab allows you to manage your mailbox greetings: You have a choice of three personal greetings, which can be activated, recorded and monitored here.

Note: *Your voice mailbox must first be set up by your system administrator.*

Activate / deactivate greeting

You can record three personal greetings (e.g. one for short absences, one for absences of a whole day, and one for longer absences).

1. To activate the appropriate greeting, select it in the **Active Greeting** frame.

Select **Standard Greeting** if you want callers to obtain the standard company greeting instead of a personal greeting.

2. Click **Apply** to save the settings.

Playing back a personal greeting

To play greetings that have already been recorded, proceed as follows:

1. Select the relevant greeting from the dropdown menu in the **Edit Greeting** frame

2. Click **Listen**
The greeting is now played back.

Record personal greeting

To record a personal greeting, proceed as follows:

1. Select the relevant greeting from the dropdown menu in the **Edit Greeting** frame

2. Click **Record**
You will hear a signalling tone

3. Start recording the greeting at the end of the signalling tone.
A signalling tone similar to the busy tone will tell you that the maximum recording time has been reached.

4. Click **Apply** to save the settings.

Telephony made simple

Office 1600/1600IP is user-friendly and easy to use. With just a few mouse clicks or keyboard commands, you can answer a call or establish a call connection.

Here you learn how to work with Office 1600/1600IP straight away, and learn about the main user prompts.

Note: *The description here may differ slightly from actual operation, depen-*
ding on the media device used. For example, some handsets support
the initiation and conclusion of a call by removal of the handset from the
mount. The following description assumes that this function is not
available.

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You are receiving a call
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You are receiving a call

Order no.: Set volume of the ringing signal (Office 1600IP only)

You want to change the volume of the ringing signal.

Your Office 1600/1600IP is calling.
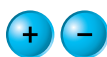
If the ringing signal is too loud or too quiet, click several times on the relevant **Volume key**, until the signal is at the level you require. To adjust the volume in general for all calls, change the media settings (see "Set volume", Page 16).

Suppress ringing signal (discrete ringing) - (Office 1600IP only)

You want to suppress the ringing signal without immediately answering the call.

Your Office 1600/1600IP is calling.

Discrete ringing

Click the **Discrete ringing Foxkey.** The ringing signal for the current call is suppressed.

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Answer a call

Your Office 1600/1600IP is calling.

Hold the media device to your ear and click the **Call key** or press the Enter key on your keyboard.

The connection is established.

Note: *For keyboard operation: Depending on the operating system (Windows 2000, Windows XP) the focus is not automatically placed on the Office 1600/1600IP when it calls. If so, use the key combination <Alt>+<Tab> to place the focus on the Office 1600/1600IP pictograph and then answer the call with <Enter>.*

Adjust volume of voice reproduction (Office 1600IP only)

See "Set the call volume (Office 1600IP only)", Page 31 if you want to adapt the volume for the current call only.

See "Set volume", Page 16 if you want to adapt the volume in general for all calls.

End a call

You are taking the call.

Click the **Call key** or press the Escape key on your PC keyboard.

The call is terminated.

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Save the caller's name and call number

You have terminated a call and want to save the caller's number and call number.

	Your Office 1600/1600IP is idle.
	Click **Journal** in the toolbar and select the call entry of the subscriber required.
	Click **Save in Contacts** and edit the input fields.
	Click **Save and close** to save the data and return to the main view.

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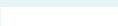
You want to place a call

Dial with the call number

Your Office 1600/1600IP is idle.

Enter the call number in the input field.

Hold the media device to your ear and click the **Call key** or press the Enter key on your keyboard.

The subscriber is called.

Note: *You can enter numbers in international format (+4112345678) or natio-nal format (0012345678). You only need to enter the leading digit for exchange access if you use national format (in the example, this is the leading 0).*
To make the number easier to read, you can use spaces and hyphens (0-01 234 5678). Office 1600/1600IP does not understand any other characters.

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You want to place a call
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Dial by name

Your Office 1600/1600IP is idle.

Enter the first few letters of the required name in the input field:

• If the name you are looking for is listed under the surname in the phone book, enter the first few letters of the surname.

• If the name you are looking for is listed under the first name in the phone book, enter the first few letters of the first name.

• To look for a combination of first name and surname, type the first few letters of the first name followed by a space and the first few letters of the surname (e.g. "Mi Ba" for "Mike Ballantine").

The selection list then displays all the names that match your input.

Click the name you were looking for. The name is copied to the input field and the selection list is closed.

Hold the media device to your ear and click the **Call key**.

The subscriber is called.

Note: *You can also search for the second part of the name: Press the space bar in the empty input field, followed by the first letter of the second part of the name.*

Note: *Several phone numbers can be stored under a name in the phone book. Office 1600/1600IP dials the number selected in the contact entry (see* "Enter phone numbers, email, and URL", Page 65*).*

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Dial from the phone book (contacts)
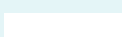
Your Office 1600/1600IP is idle.

Click **Contacts** in the toolbar. The contacts view is opened.

Select the phone book you want: The **Public** phone book in the second tab contains all internal subscribers and abbreviated dialling numbers in your company. The **Private** phone book in the third tab contains your private contacts. The **All** phone book in the first tab contains the contacts from the two other phone books.
If Office 1600/1600IP is connected to an MS Exchange server, you also have access to the contacts stored there
(see "Maintain contacts", Page 63).

Click the key with the first letter of the desired name, or write the name in the input field on the toolbar.

Click the contact you want, or use the mouse to drag the contact to the input field in the main view (a double click opens the contact details).

Hold the media device to your ear and click the **Call key** in the toolbar.

The subscriber is called.

Note: *A private contact can be classed by first name or last name. This can be defined when you enter the contact.*

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Dial from an external phone book

From Office 1600/1600IP, you can directly open a phone book on the Internet. The URL address of this phone book is entered in the settings
(see "Make general settings", Page 14).

Your Office 1600/1600IP is idle.

Click **Contacts** in the toolbar. The contacts view is opened.

Click **Search Web** in the toolbar. The Internet phone book is opened in a browser application.
Copy the number that is found, and use it in the Office 1600/1600IP input field.
If necessary, edit the number so that it either corresponds to international format (+4112345678) or starts with the exchange access prefix (0012345678).
Remove all other characters such as slashes, asterisks, brackets, and so on (hyphens and spaces are permitted).

Hold the media device to your ear and click the **Call key** in the toolbar.

The subscriber is called.

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Dial with a number key

If you have stored your most important numbers on number keys (see
 "Use number keys", Page 45), you can dial these with just a mouse click.
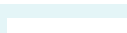
	Your Office 1600/1600IP is idle.
👤	Click **Groups** in the toolbar. The group view is opened. Click the group tab that contains the number key you want. Double click the desired number key.
⌒)))	The subscriber is called.

Dial from the journal

	Your Office 1600/1600IP is idle.
▦	Click **Journal in the toolbar.** The journal view is opened. Select the entry containing the call party you want.
📞	Hold the media device to your ear and click the **Call key** in the toolbar.
⌒)))	The subscriber is called.

Note: *Double click the journal entry to call the subscriber you want directly.*

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Telephony made simple
You want to place a call
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Call a subscriber again

Your Office 1600/1600IP is idle.

Click the **Redial key** and select the subscriber you want from the list that appears. The call number is transferred to the input field. You can then edit the number if required.

Hold the media device to your ear and click the **Call key**.

The subscriber is called.

Note: *The redial list lists the subscribers that are entered in the journal. If a journal entry is deleted, the subscriber concerned is also removed from the redial list.*

Respond to unanswered calls

You come to your workstation and want to respond to the calls made to you during your absence. Unanswered calls are logged in the journal. You can easily see from the way in which the **Journal** pushbutton is displayed in the main view whether there are entries for unanswered calls.

	Journal pushbutton	**Unanswered calls and messages**
Journal 4	The pushbutton text is bold and is followed by a number (e.g. 4).	There are four entries for unread and unanswered calls / messages in the journal.
Journal 2	The pushbutton text is not bold and is followed by a number (e.g. 2).	There are two entries, which have already been read, for unanswered calls / messages in the journal.
Journal	The pushbutton text is not bold, and is not followed by a number.	There are no entries for unread and unanswered calls / messages in the journal.

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Proceed as follows to respond to the unanswered calls:

Your Office 1600/1600IP is idle.

Click **Journal** in the toolbar.

Select the entry for an unanswered call. This is indicated by a symbol and a bold font.

Hold the media device to your ear and click the **Call key** in the toolbar.

The subscriber is called. If the call party answers your call, the entry is no longer bold once you have terminated the call, and the number of unanswered calls indicated on the **Journal** pushbutton on the tool-bar of the main view is reduced by one.

During the call

Set the call volume (Office 1600IP only)

Your call party's voice is too loud or too quiet. You want to adjust the volume of the voice reproduction temporarily for this call.

You are taking the call.

Click several times on the relevant **Volume key**, until the volume is at the level you require.

Microphone on/off (Office 1600IP only)

For a moment, you do not want your called party to hear what you are discussing with somebody else.

You are taking the call.

Click the **Mute key** to turn the microphone off. The call party can no longer hear you.

Click the **Mute key** once more to turn the microphone on again.

Open listening mode (Office 1600IP only)

You want to listen to your call party on your speakers.

You are taking the call.

Click the **Open Listening key**, to turn on open listening mode.

Click the key again to turn off open listening mode.

Office 1600IP

Telephony made simple
Learn about the journal
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Learn about the journal

All incoming and outgoing calls and text messages are entered as events in the journal. The entry contains useful information, including the type of event, when it took place, who was involved, and how long it lasted. By double clicking on an entry, you can trigger a context-sensitive action.

Note: *Office 1600: The journal entries are independent of the call lists of the coupled Office terminal.*

Understand journal entries

The symbol in the first column of an entry indicates the type of entry.

	Meaning	Double click entry
	Call received and answered	Call party called
	Call received but not answered	Call party called
	Outgoing call was answered	Call party called
	Outgoing call was not answered or destination subscriber was busy	Call party called
	Call received and deflected to mailbox	Mailbox called
	Text message sent	Text message displayed
	Text message received and read	Text message displayed
	Text message received and not yet read	Text message displayed

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Unanswered calls are indicated by a bold font.

The **Name** column contains the name of the call party - if it is known.

The **Number** contains the call number or email address if the entry relates to a text message sent as an email.

The **Date/Time** column contains the date and time at which the event took place.

The **Duration** column shows how long the call lasted. This field is empty for entries relating to unanswered calls and to text messages.

The **Forwarded from** column indicates whether an incoming call was forwarded to you, and if so, from which subscriber.

Sort journal entries

You can sort journal entries by a column of your choice.

The journal view is open.

Click a column header to sort the entries by this column.

Click the column header again to change the sort direction.

Save a journal entry as private contact

You can save a call number in a journal entry as a private contact.

The journal view is open.

Select the entry that you want to save.

Click **Save in Contacts** and edit the input fields.

Click **Save and close** to save the data and return to the main view.

Office 1600IP

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Retain journal entries

The system deletes journal entries at regular intervals. If you want to ensure that the system does not delete a particular entry, you must flag it accordingly.

	The journal view is open.
	Select an entry that you do not want the system to delete.
	In the **Archive** column, click the selection field. The entry is retained when the system deletes the other entries.

Delete journal entries manually

Journal entries are automatically deleted at regular intervals. However, you can also delete selected entries manually before they are automatically deleted.

	The journal view is open.
	Select the entry that you want to delete (you can use the mouse to select several entries by pressing the Shift or Ctrl key when selecting the entries).
	Click Delete in the toolbar. The selected entries are deleted.

Use the phone like a professional

As a telephone from the Office suite, your Office 1600/1600IP provides you with practically the whole range of convenience functions. Thanks to the fact that Office 1600/1600IP goes beyond the tight boundaries of the display of a conventional telephone, characteristics such as team and function keys can be displayed more clearly and used more effectively.

Here, you learn how to best use the convenience functions with Office 1600/1600IP.

Note: *Office 1600IP: The description here may differ slightly from actual operation, depending on the media device used. For example, some handsets support the initiation and conclusion of a call by removal of the handset from the mount. The following description assumes that this function is not available.*

Topics overview

Use convenience functions

Request a callback

You are trying to call a subscriber. However, the line is busy.

Callback

Click the **Callback** Foxkey.
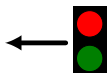
The callback is activated.
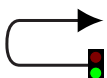
As soon as the required subscriber has finished his or her call, your Office 1600/1600IP places a call.

Hold the media device to your ear and click the **Call key**.

The subscriber is called.

Note: *If the required subscriber does not accept the call you can request a callback. The subscriber then receives a continuous visual message about your callback request.*

Answer callback request

Please call back

A subscriber asks you for a callback.

Hold the media device to your ear and click on **Call key** to respond to the callback.

The subscriber is called.

Reply or reject call waiting

You are taking the call. A subscriber wants to speak to you urgently and makes you aware of this by indicating a call waiting. Your Office 1600/1600IP is calling.

Click the **Call key** next to the subscriber in call waiting mode.

The first call is put on hold and you are connected to the subscriber who is in call waiting mode.

- or -

Reject

If you do not want to take the call of the subscriber who is in call waiting mode, click the **Reject** Foxkey.

- or -

Click the **Call key** to exit the active call.

Click the **Call key** next to the subscriber in call waiting mode to take the call.

Send a call waiting signal to a subscriber
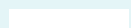
You are calling a subscriber; however, the line is busy.

Call waiting

While you are listening to the busy tone, click the **Call waiting** Foxkey. You are hearing the dialling tone and the subscriber receives a signal that you want to talk to him.

If the required subscriber rejects your call or if call waiting is not possible, the connection is cut (busy tone).

Use functions during a call

Enquiry calls during a call

You are taking a call and want to call another subscriber without exiting the current call.

Enter the call number or the name of the required enquiry call party in the empty input field.

Click the **Call key**.

The first call is put on hold.

After receiving an enquiry, click the **Call key** displayed next to the enquiry party. You are connected to the call party again

Broker between the enquiring party and the call party

You have initiated an enquiry and want to switch to the first call party without disconnecting the enquiring party.

Brokering

Click the **Brokering** Foxkey during the call. The enquiring party is put on hold.

Brokering

Press the same Foxkey again to return the enquiring party.

Transfer a call party with prior notification

You are taking a call and want to transfer your call party.

Enter the call number or the name of the required subscriber in the empty input field, and then click the **Call key**. The subscriber is called and the current call is put on hold.

Connect

Wait until the required subscriber takes the call and announce the call to him. Click the **Connect** Foxkey.

Transfer a call party without prior notification

You are taking a call and want to transfer your call party.

Enter the call number or the name of the required subscriber in the empty input field, and then click the **Call key**. The subscriber is called.

Connect

Wait for the first dialling tone and click the **Connect** Foxkey.

Note: *If the other subscriber does not accept the call it is routed back to your Office 1600/1600IP.*

Put call party on hold

You are taking a call and want to put the connection on hold in order to clarify something.

Park

Click the **Park** Foxkey.

Take back

To reconnect to the parked call party, click the **Take back** Foxkey.

Make a conference call

You are taking a call and have a call party on hold whom you want to include in the current call.

Conference

Click the **Conference** Foxkey.

To exit the conference, click a **Call key**.

Manage absence

Forward call (call forwarding)

You leave your work place. You want to forward your calls to another subscriber.

Your Office 1600/1600IP is idle.

Enter the call number or the name of the required subscriber in the empty input field.

In the toolbar, click **Forward**.

- or -

In the toolbar, click the **Move down key** next to the forward key. A selection list opens that provides you with previously used forwarding destinations.

Click the desired forwarding destination.

Take back call forwarding

You have returned to your workstation and want to take back call forwarding.

Your Office 1600/1600IP is idle.

Click the **Call key** next to the forwarding destination.

Provide information for initiator of call forwarding

You receive a call for someone who forwarded their calls to you, and want to leave a note for this person. You can use the message facility to send this person a message.
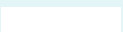
	You are taking the call.

Message

Click the **Message** Foxkey. The message editor is opened. The subscriber who forwarded calls to you is entered as the sender address.

Enter your call log and click **Send a message** in the toolbar.

Cope with special situations

Activate/deactivate DTMF mode (tone selection)

You will need DTMF dialling mode to control other devices from your phone, such as remote enquiries to your answering machine.

| | You are taking a call and the system prompts you to enter characters via the keyboard. |

DTMF

Click the **DTMF on** Foxkey to activate dialling mode DTMF.

DTMF

Once you exit the call, the system automatically deactivates DTMF dialling mode. If you want to deactivate this mode while you are still taking the call, click the **DTMF** Foxkey again.
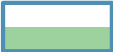
Deflect a call during the calling phase

Your Office 1600/1600IP is calling.

Deflect

Click the **Deflect** Foxkey.

Enter the call number or the name of the required subscriber in the input field that opens, and then click **OK**.

Reject a call during the calling phase

Your Office 1600/1600IP is calling.

Reject

Click the **Reject** Foxkey if you do not want to take the call.

Office 1600IP

Use the phone like a professional
Use number keys
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Use number keys

You want to dial frequently-used numbers directly with a mouse click.

To do this, you can define number keys and assign them to a group.

Note: *Office 1600: The number keys are independent of the configurable*
             keys on the coupled Office terminal.

Define and assign number keys

	You have opened the main view.

Click **Group in the toolbar.** The group view is opened.

Open a group for number keys:

1. In the menu, select **Groups/New group**. The name dialog is ope-
   ned.

2. Enter the name (for example "Important numbers") and click **OK**. A
   new group tab is added.

Note: *You can also create the new number keys in an existing group tab (but*
             not in a workgroup tab).

Note: *You can also store different key types, such as number keys and func-*
             tion keys, in the same group tab.
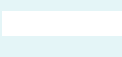
You have opened the new group tab.
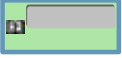
Create number keys:

1. In the menu, choose **Key/New**. The key dialog is opened.

2. Choose **Number key** and entered the desired call number under **Call number**. If the call number is already stored in the contacts, you can take it from the selection list.

3. In the **Label** field, enter the name that is to be displayed for the number key (optional).
If you leave this field empty, and the call number is not stored in the contacts, the call number is used as the label.
If you leave this field empty, and the call number is stored in the contacts, the name in the contact s used as the label.

4. Click **OK**. The number key is created.

5. Repeat these steps until you have created all the number keys.

6. Arrange the number keys manually by moving them with the mouse or automatically using the menu **Groups/Arrange key.**

Note: *You can drag the number keys with the mouse from the group tab on the desktop and operate from there.*

Delete number key

You have opened the group view and the group tab containing the number keys.
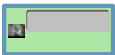
Click the number key that you want to delete.

In the menu, choose **Key/Delete**. The number key is deleted.

Office 1600IP   **Use the phone like a professional**
Use team keys
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Use team keys

You and your team partners want to be constantly available as a team. You want to be able to call each other simply by pressing a key.

You can define a team key for each team partner and assign this key to a group.

Note: *Office 1600: The team keys are independent of the team keys on the coupled Office terminal.*

Define and assign team keys

> You have opened the main view.

Click **Group in the toolbar.** The group view is opened.

Open a group for team A:

1. In the menu, select **Groups/New group**. The name dialog is opened.
2. Enter the name (for example "Team A") and click **OK**. A new group tab with the name "Team A" is added.

Note: *You can also create the new team keys in an existing group tab (but not in a workgroup tab).*

Note: *You can also store different key types, such as team keys and function keys, in the same group tab.*

You have opened the new group tab.
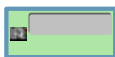
Create team keys:

1. In the menu, choose **Key/New**. The key dialog is opened.

2. Choose **Team key** and enter the call number or name of your team partner under **Call number**. The team partner must be a subscriber in the same system. Click **OK**. The team key is created.

3. Repeat these steps until you have created all the team keys.

4. Arrange the function keys manually by moving them with the mouse or automatically using the menu **Groups/Arrange key.**

Note: *You can drag the Team keys with the mouse from the group tab on the desktop and operate from there.*

Delete team key

You have opened the group view and the group tab of a team.

Click the team key that you want to delete.

In the menu, choose **Key/Delete**. The team key is deleted.

Understand team key status

The team key uses symbols to indicate the current status of your team partner:

| Symbol	Status
	The team partner is free.
	The team partner's phone is ringing.
	The team partner is taking a call.

If the text and frame for a team key is light grey, the key is inactive, for example because the team partner has activated call forwarding.

Call team partner

Your Office 1600/1600IP is idle. You have opened the group view and the group tab of a team.

You see that the team partner you want to call is free.
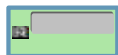
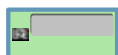Double click the team key of the team partner you want to call.

The team partner is called.

Pick up call for team partner

Your Office 1600/1600IP is idle. You have opened the group view and the group tab of a team.

You see that a team partner's phone is ringing, and want to pick up this call.

Double click the team key of this team partner.

The call is connected to you.

Use function keys

You want to access frequently-used functions with a mouse click, rather than entering them by hand.

To do this, you can create function keys, and assign a function of your choice to them.

Note: *Office 1600: The function keys are independent of the configurable keys on the coupled Office terminal.*

Define and assign function keys

You have opened the main view.

Click **Group in the toolbar.** The group view is opened.

Open a group for function keys:

1. In the menu, select **Groups/New group**. The name dialog is opened.

2. Enter the name (for example "Functions") and click **OK**. A new group tab with the name "Functions" is added.
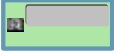
Note: *You can also create the new function keys in an existing group tab (but not in a workgroup tab).*

Note: *You can also store different key types, such as team keys and function keys, in the same group tab.*

You have opened the new group tab.

Create function keys:

1. In the menu, choose **Key/New**. The key dialog is opened.

2. Choose **Function key**. A selection list containing the functions is opened.

3. Select a function from the list and define the function parameters on the right-hand side of the dialog. Click **OK**. The function key is created.

4. Repeat this steps until you have created all the function keys.

5. Arrange the function keys manually by moving them with the mouse or automatically using the menu **Groups/Arrange key.**

Note: *You can drag the function keys with the mouse from the group tab on the desktop and operate from there.*

Understand functions

The available functions have the following properties:

| Function	Property
CLIR per call	Dials the selected call number and suppresses the display of your call number on the system of the person you are calling. This service must be supported by your service provider.
Courtesy	Activates/deactivates courtesy group 1 or 2. Courtesy is the announcement text that is played when someone calls.
Remote maintenance	Permits or blocks remote maintenance on a single occasion, or always permits or blocks remote maintenance.

Function	Property
Mailbox	Mailbox retrieval: Calls the mailbox and automatically enters the mailbox PIN. If your mailbox has the same PIN as your Office 1600/1600IP, activate the option field **Use Office 1600IP PIN code**. If the PINs are different, enter the PIN for your mailbox under **Mailbox PIN**.
MCID	Malicious Call Identification. You must request this service from your service provider.
Park	Puts a call on hold centrally, so that it can be picked up by another subscriber. Across the system, only one call can be centrally parked at a time.
Relay	Controls one of three internal relays. The relays can be used for example to operate sun shades, heating systems or other electrically controlled devices. If you want to know how you can use these relays, ask your system administrator.
Do not disturb	Diverts all your calls to a destination that was predefined in the system configuration.
User group	Logs out and back in to individual or all user groups. You must be entered as a member of these user groups in the system configuration.

| Function	Property
Switch group	You can use switch groups to divert calls to different destinations on the weekend and workdays, for example. Each switch group has three switch options. You need authorization to use switch groups. Ask your system administrator how switch groups are used for you, and whether you are authorized to use them.
Forwarding	Activates and deactivates call forwarding to another call destination. Under **Variant**, choose the type of destination or forwarding, and under **Number** enter the call number of the subscriber you want to forward the calls to.
Deflect	During the ring phase, this function deflects an incoming call to the destination that you defined under **Number**. The difference between this and the Foxkey function of the same name is that, for the Foxkey function, the call number of the target subscriber is not predefined. Therefore define a function key if you often deflect calls to the same destination subscriber.

Use function key

You have opened the group view and the group tab containing the function key that you want to use.
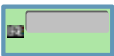
Double click the function key for the function that you want to initiate.

Delete function key

You have opened the group view and the group tab containing the function key that you want to delete.
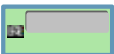
Click the function key that you want to delete.

In the menu, choose **Key/Delete**. The function key is deleted.

Use function codes

You can use */# procedures to activate functions not offered in the menu. You can either type in a */# procedure directly or store it under a key. The DTMF mode has to be deactivated before you can activate a function using a */# procedure.

Function	*/# procedure
Activate / deactivate function using another phone (Remote control)	*06 <SC No.> <Function>
Activate exchange access with charge recall	*32 <SC No.>
Announcement	
• To a subscriber	*7998 <SC No.>
• To a group	*79 <GR No.>
• Answer to group	*89
Appointment reminder call	
• Activate single order	*55 <hh mm>
• Clear single order	#55
• Activate standing order	*56 <hh mm>
• Clear standing order	#56
Call Forwarding on No Reply (CFNR)	
• Protect against	*02
• Allow to own set	#02
• Activate CFNR	*61 <SC No.>
• Clear CFNR	#61
• Activate CFNR on last configured SC	*61#
• Clear CFNR on last configured SC	#61
• Activate CFNR to preconfigured SC	*62
• Clear CFNR to preconfigured SC	#62
• Activate CFNR to pager or general bell	*68
• Clear CFNR to pager or general bell	#68
Call waiting	
• activate in suffix dialling	*43
• Protect against	*04
• Allow to own set	#04
Callback	
• Delete (from executing phone)	#37

Function	*/# procedure
Callback message / message LED	
• Activate	*38 <SC No.>
• Delete (from receiving phone)	#38 <SC No.>
Control Relays	
• Activate	*74 <Relay No.>
• Deactivate	#74 <Relay No.>
Deactivate all active functions (except user group)	*00
Do not disturb (call protection)	
• Activate	*26
• Deactivate	#26
Follow me	
• Activate	*23 <SC No.>
• Clear	#23
Forward calls (CFU)	
• Protect against	*02
• Allow to own set	#02
• Activate CFU	*21 <SC No.>
• Clear CFU	#21
• Activate CFU on last configured SC	*21#
• Clear CFU on last configured SC	#21
• Activate CFU to preconfigured SC	*22
• Clear CFU to preconfigured SC	#22
• Activate CFB	*67 <SC No.>
• Clear CFB	#67
• Activate CFB on last configured SC	*67#
• Clear CFB on last configured SC	#67
• Activate CFU to standard message	*24 <Text No.>
• Clear CFU to standard message	#24
• Activate CFU to pager or general bell	*28
• Clear CFU to pager or general bell	#28
General bell	
• Find with coded ringing in prefix dialling	*81 <SC No.>
• Find with coded ringing in suffix dialling	*81

Function	*/# procedure
• Answer coded ringing	*82
Intrusion	
• activate in suffix dialling	*44
• Protect against	*04
• Allow to own set	#04
Make a call on a third-party phone	
• Business Calls	#36 <SC No.> <PIN>
• Private Calls	#46 <SC No.> <PIN>
Open door	*74 <Door intercom system No.>
Paging system	
• Find subscriber in prefix dialling	*81 <SC No.>
• Find subscriber in suffix dialling	*81
• Answer the pager	*82 <SC No.>
Park	
• Park subscriber in suffix dialling	*76
• Connect with parked subscriber	#76
Picking Up a Call	*86 <SC No.>
Picking up a call (Fast Take)	*88 <SC No.>
Private call with personal code (PIN)	#46 <SC No.> <PIN>
Set up conference call	
• Preset	*70 <Conf. No.>
• Variable	*71 <SC No. 1> * to <SC No. 5> #
Suppress your call number from display	
• CLIR per call	*31 <Destination No.>
Switch over switch groups 01…20	
• Switch to switch group xx in position y	*85 <xx> <y>
(xx = 01..20, y = 1..3)	
Switch the phone network manually – LCR (Fallback) (after fallback the external phone number last dialled is selected automatically)	*90
Text message (standard text) with/ without parameter	
• send to a subscriber	*3598 <SC No.> <Text No.> [Param.] #
• send to a group	*35 <GR No.> <Text No.> [Param.] #
• send to all	*3599 <Text No.> [Param.] #

Office 1600IP **Use the phone like a professional**
Use function codes
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Function	*/# procedure
User group (UG)	
• Log into all user groups	*4800
• Log out of all user groups	#4800
• Log into a particular user group	*48 <User group No.>
• Log out of a particular user group	#48 <User group No.>
Voice Mail System	
• Record greeting (x=1,2,3)	*913 x #
• Monitor greeting (x=1,2,3)	*#913 x #
• Delete greeting (x=1,2,3)	#913 x #
• Activate greeting (x=1,2,3)	*933 x
• Deactivate greeting (x=1,2,3)	#933 x
x = 1,2,3 : personal greeting 1,2,3 x = 7: global greeting x = 8: global overflow greeting	

Use text messages

Office 1600/1600IP provides a user-friendly message editor, which you can use to send text messages to internal subscribers and to send emails.

Here you learn how to send, receive, forward and edit text messages with ease.

Note: *Office 1600: The text messages are processed independently of the text messages on the coupled Office terminal.*

Topics overview

Office 1600IP

Use text messages
Send text messages
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Send text messages

Send text messages to subscribers

Your Office 1600/1600IP is idle.

Message

Click the **Message** Foxkey. The message editor is opened.

There are various ways of entering the recipient:

- Enter the call number in the empty input field (see "Dial with the call number", Page 24).

- Write the name in the empty input field (see "Dial by name", Page 25).

- Select the recipient from the phone book (see "Dial from the phone book (contacts)", Page 26).

- Select the recipient by using a number key (see "Dial with a number key", Page 28)

- Select the recipient from the journal (see "Dial from the journal", Page 28).

Enter your message and click **Send a message** in the toolbar.

Note: *The length of a text message to a subscriber with an Office system terminal with display is restricted to a maximum of 160 characters.*

Office 1600IP

Use text messages
Send text messages
Page 60

Send text messages as email

Your Office 1600/1600IP is idle.

Message

Click the **Message** Foxkey.

There are various ways of entering the recipient:
Write the email address directly in the empty input field, or if details on the recipient are stored in the contacts:

- Write the name in the empty input field (see "Dial by name", Page 25).

- Select the recipient from the phone book (see "Dial from the phone book (contacts)", Page 26).

Enter your message and click **Send a message** in the toolbar.

Note: *This function is only available if Office 1600/1600IP knows your perso-nal email address (see* "Enter own email address", Page 15*).*

Office 1600IP

Use text messages
Receive text messages
Page 61

Receive text messages

Receive text messages

An internal subscriber has sent you a text message.

Depending on your basic settings, the system opens your message window and may also generate an acoustic signal upon receipt of a message (see "Determine view behaviour", Page 14).

Open the journal

Click the bold entry for the received message. The message is opened.

Reply to text messages

A subscriber has sent you a text message. You want to reply to the message.

Click **Reply message** in the toolbar. The system automatically enters the recipient in the input field.

Enter your reply and click **Send a message**.

Forward text messages

A subscriber has sent you a text message. You want to forward this message to a colleague.

Click **Forward message** in the toolbar.

Enter the call number or the name of the required subscriber in the empty input field.

Enter your message and click **Send a message** in the toolbar.

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Receive text messages
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Note: *Text messages can also be forwarded as emails. To do this, write the email address of the recipient in the empty input field, rather than the subscriber's call number or name. Prerequisite: Office 1600/1600IP knows your personal email address (see* "Enter own email address", Page 15*)*

Read unread text messages

In the toolbar of the main view, the **Journal** pushbutton displays how many calls were unanswered in your absence and/or how many text messages you have not yet read.

> You want to read unread text messages. Your Office 1600/1600IP is idle.

Click **Journal** in the toolbar.

Select an entry for an unread text message. This is indicated by a symbol and a bold font.

Double click the entry to display the message.
Once you have closed the message, the entry is no longer displayed in bold font, the symbol changes, and the number of unread text messages displayed on the **Journal** pushbutton in the toolbar of the main view is reduced by one.

Maintain contacts

Office 1600/1600IP provides you with three phone books. Each phone book is accessed via a separate tab under **Contacts**. The **All** phone book in the first tab contains all contacts from the other two phone books. The **Public** phone book in the second tab contains all internal subscribers. These two phone books are provided by the system, and you cannot edit them. After a new installation of Office 1600/1600IP, the **Private** phone book in the third tab does not contain any contacts. It is available for you to enter your personal contacts.

If you use an MS Exchange server in your company to manage contacts, your system administrator can set up Office 1600/1600IP so that the MS Exchange contact directory is directly accessible via the **Contacts** view. This enables you to maintain your private contacts directory via the Office 1600/1600IP private phone book, and also to directly access the company contacts stored in MS Exchange via the public phone book.

Here you learn how to create and maintain contacts in your phone books.

Note: *Office 1600: The private contacts are independent of the private phone book of the coupled Office terminal.*

Topics overview

Create a new contact

In the private phone book you can create and maintain any number of contacts.

Create a new contact

	You have opened the main view and want to include a subscriber in your private phone book.
📖	Click **Contacts** in the toolbar. The contacts view is opened. On the **Private phone book.**
📄	Then click **New**. The dialog for entering and maintaining contacts is opened.

Enter personal details

	The dialog for entering and maintaining contacts is open.
	Enter the name: 1. Click **Name**. 2. Enter the first and last name in the input fields of the name dialog. 3. Click **OK** to close the dialog box and apply the name.
	Edit the **Position:** and **Company**
	Under **Display:**, select whether the name is to be classed by the first or last name.

Note:　　*First and last names cannot start with an umlaut.*

Enter the address

The dialog for entering and maintaining contacts is open.

Enter the business address:

1. Choose **Business** in the selection field underneath the **Address** pushbutton.

2. Click **Address.**

3. Enter the business address in the input fields of the address dialog.

4. Click **OK** to close the dialog box and apply the address.

Enter the private address:

1. Choose **Private** in the selection field underneath the **Address** pushbutton.

2. Click **Address.**

3. Enter the private address in the input fields of the address dialog.

4. Click **OK** to close the dialog box and apply the address.

Enter phone numbers, email, and URL

The dialog for entering and maintaining contacts is open.

Enter the phone numbers in the four input fields **Business**, **Private**, **Fax** and **Mobile**.
You can enter numbers in international format (+4112345678) or national format (0012345678). You only need to enter the leading digit for exchange access if you use national format (in the example, this is the leading 0).
To make the number easier to read, you can use spaces and hyphens (0-01 234 5678). Office 1600/1600IP does not understand any other characters.

Select which of the phone numbers is to be dialled when the name is entered by clicking the option field next to the desired phone number.

Enter the email and internet address (e.g. http://www.contact.org).

Save a private contact

The dialog for entering and maintaining contacts is open. You have entered all details for the contact.

Click **Save and close** to save the data and return to the main view.

Your new contact now appears in the **All** and **Private** phone books. If Office 1600/1600IP is connected to an MS Exchange server, the contact is also stored there automatically (temporally delayed).

Edit a contact

Edit a contact

You have opened the main view and want to edit an entry in your private phone book.

Click **Contacts** in the toolbar. contacts view is opened.
Open the **Private** phone book.

Click the key with the first letter of the desired name, or write the name in the input field on the toolbar.

Double click the desired contact or choose **Edit contact**. The dialog for entering and maintaining contacts is opened.

Make the required changes to the contact. For detailed information on the input fields, see "Create a new contact", Page 64.

Click **Save and close** to save the data and return to the main view.

Delete a private contact

You have opened the contacts view and want to delete an entry from your private phone book.

Click the key with the first letter of the desired name, or write the name in the input field on the toolbar.

Select the entry you want to delete, and then click **Delete entry**.

External phone book

Dial from an external phone book

From Office 1600/1600IP you can directly open a phone book on the Intranet. The URL address of this phone book is entered in the settings (see "Make general settings", Page 14).

Please read "Dial from an external phone book", Page 27, to find out how to dial from an external phone book.

Call within the group

If several people deal with customer matters on the phone, it makes sense to create workgroups. Regardless of whether you work in a booking office, on a help desk, for an info line or customer service centre, Office 1600/1600IP is a user-friendly group tool.

In addition to conventional group functions such as break, wrap-up time, and group overview (busy lamp key), Office 1600/1600IP provides members of the workgroup with a common platform for logging calls.

With group administrator rights, you can determine the members of the workgroup and make other group-specific changes.

Note: *For the system administrator:*
          The group functions, together with the corresponding system configu-
          ration, largely cover the functionality of a key telephone.

Note: *The group functions are not included in the standard licence of the*
          Office 1600/1600IP.

Topics overview

Office 1600IP

Call within the group
Member in a workgroup
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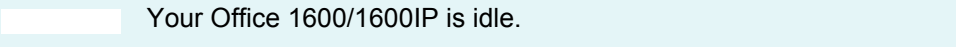
Member in a workgroup

Your group administrator configures which subscribers belong to a workgroup. One subscriber can be a member of several workgroups.

Log into a workgroup

You are a member of one or more workgroups and want to log in (only logged in members receive the calls for a particular workgroup).

Your Office 1600/1600IP is idle.

Click **Log in** in the **Workgroup** menu.
You are logged into all workgroups that you are a member of.

In the main view, the display of your own name shows which workgroups you are logged into. To access this information, click the left arrow key on the display.

Note: *The group administrator can also log you in from his/her Office 1600/ 1600IP.*

Open the group overview (busy lamp key)

All the members of a workgroup are listed in the group overview. You can also see whether a member is active or taking a call, or whether a call is being signalled to a member.

You are logged into your workgroups.
Your Office 1600/1600IP is idle.

Click **Groups** in the toolbar.
The group view is opened with one additional tab per workgroup (workgroup tabs).

Open workgroup tab.
In the workgroup tab , all members of the group have a member key. If a member is not logged in or is currently on a break, his/her display is light grey and not active. The symbol for an active member key also shows you whether a member is free or on the phone, who the call party is, or whether a call is being signalled to him/her.

Understand call distribution

A call is offered to a member of a workgroup. If this member does not take the call within a defined period, the call is signalled to the next member. If the call is not taken by the last member, the system sends the call back to the first member.

Your group administrator can define whether the next call is initially signalled to the same member, or whether it is signalled to the next member in the sequence, in order to ensure more a even distribution of the calls.

Answer calls

There is an incoming call in your workgroup. The call may have already been offe-
red to some of your colleagues in the group, but their lines were busy. The call is
now offered to you.

Your Office 1600/1600IP is calling.
On your main view, you see the name of the workgroup in place your
own name.

Hold the media device to your ear and click the **Call key**.

The connection is established. The caller's display shows the call
number or the name of the workgroup.
You can enter a call log now or when you hang up (see "Enter phone
calls", Page 75).

Finish wrap up time

After each call, you have a wrap up time during which calls to the workgroup are not signalled to you. The wrap up time starts automatically when a call is terminated, and gives you time to carry out activities for the call you just terminated, before you take the next call.

You have completed a phone call. The wrap up time starts automatically.

Click the **Continue key** to exit the wrap up time manually.

You are available again immediately to answer incoming calls.

Activate / deactivate break

You can temporarily avoid calls to your workgroups.

You are logged into your workgroups. Your Office 1600/1600IP is idle.

Click the **Break key** to activate the break.

To deactivate the break, click the **Break key** again. Your Office 1600/ 1600IP is once again ready to take incoming calls.

Note: *Only you can activate and deactivate breaks in your Office 1600/ 1600IP.*

Dial from a workgroup

You want to call someone on behalf of the workgroup.

	You are logged into your workgroups. Your Office 1600/1600IP is idle.
	Check whether the name of the workgroup you want is shown on the display. If it is not, select the correct name by opening the selection list with the left arrow in the display, and selecting the correct name.
	Dial the call number and click the **Call key**.
	The subscriber is called. If the subscriber is external, the person called sees the call number or the name of the workgroup. If the subscriber is internal, the person called sees your personal, internal call number or your name.

Log out of workgroup

You are logged into one or more workgroups and want to log out.

	Your Office 1600/1600IP is idle.
	Click **Log out** in the **Workgroup** menu. You are logged out of all workgroups that you are a member of. Calls to one of the workgroups are no longer signalled on your Office 1600/1600IP.

Note: *The group administrator can also log you out from their Office 1600/ 1600IP.*

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Call within the group
Enter phone calls
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Enter phone calls

You can enter a call log for a call. The call logs are grouped into work tickets. You can therefore open a work ticket on a particular subject, and enter the relevant call log there. The work tickets are listed in the workgroup journal.

Create new ticket

You are on the phone and want to record the most important information in keywords.

Click **Journal** in the toolbar and select your workgroup's tab.

Click **New work ticket**.
The work ticket dialog is opened. It consists of three frames, one above the other.

In the top frame, enter the name of the contact person and the subject of the work ticket (under **Subject**).

In the middle frame, enter your call log (the call log you entered is displayed later in the bottom frame).

Save the call log you just entered.

Note: *You can also enter the call log after you have terminated the call.*

Note: *The saved call log can be accessed by all members of the workgroup, and can also be edited by them as long as a new call log is not opened in this work ticket for another call.*

Note: *Your group administrator can define that a call log must always be saved. In this mode, if you do not create a call log yourself during the call, a call log is automatically created and saved after you terminate the call, regardless of whether you edited this or not.*
In this mode, an empty call log is also created for unanswered calls.

Add call log to existing work ticket

For each call, you can decide whether you want to open a new work ticket or whether you want to add the new call log to an existing work ticket.

	You are taking the call. Work tickets with call logs already exist for the call number.
	Click **Journal** in the toolbar and select your workgroup's tab. All work tickets in the list that contain one or more call logs with the same caller's number are highlighted in yellow.
	You can now open one of the highlighted work tickets, one of the other listed work tickets, or a new work ticket. You open one of the highlighted work tickets:
	Select one of the work tickets in the list that is highlighted in yellow, and click **Open work ticket**. The work ticket dialog and a new call log (in the middle frame) are opened. The call logs already entered are displayed in the bottom frame.
	Enter your call log in the middle frame.
	Save the call log you just entered.

Manage workgroups

In workgroup management, you can add or exclude members, determine call distribution and call duration, define the wrap up time, and make other settings, providing you have the necessary authorization.

Create workgroup

You are the group administrator for one or more workgroups.

Click **Manage workgroups...** in the **Workgroup menu.** The dialog for managing workgroups is opened.

Click the tab of the workgroup you want to manage.

| ≪ | Select the workgroup members you want from the user list (at the right), then click the **Move left key**.

| ≫ | You can use the **Move right key** to exclude members from the workgroup.

| ▲ |
| ▼ | You can use the **Move up** and **Move down key** to modify the sort sequence of the members

Make the settings described further below in line with your requirements.

Click **Apply** to save the settings without exiting the view or on **OK** to save the settings and close the dialog.

Workgroup settings:

Setting	Explanation
Name	Here, you can change the name of the workgroup
Call distribution	A call is generally displayed according to the sequence in the list of members. With **Linear**, the first member on the list is always called first With **Cyclic** the next member in sequence is always called first
Call duration	A call is signalled to a member for the time entered here, before it is forwarded to the next member.
Wrap up time	Length of the wrap up time
Auto-save call log	Activate **Auto-save call log** if you want a call log to be automatically opened and saved for each call (see also "Create new ticket", Page 75).

Monitor status and log members in/out

You want to see who is already logged into the workgroup, and if necessary, log other members in or out.

In the **Workgroup** menu, click **Manage workgroups**, and then click the tab for the workgroup you want to manage.
The members are listed in the left-hand frame.
If there is a checkmark next to **Logged in** for a member, the member is already logged in.
At this point, you can log the member in or out yourself.

Click **Apply** to save the settings without exiting the view or on **OK** to save the settings and close the dialog.

Delete work ticket

You can delete every work ticket, regardless of whether you added call logs your-self. Workgroup members without group administrator rights cannot delete any work tickets.

	You want to delete a work ticket.

	Click **Journal** in the toolbar and select your workgroup's table.

	Select the ticket entry you want to delete, and then click **Delete journal entry**.

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